

CLAIMS

What is claimed is:

- 1 1. A method for dynamically configuring a speech recognition portal, comprising:
 - 2 a) conducting a session with a user utilizing a speech recognition portal, wherein
 - 3 access to a network is provided during the session via the speech recognition
 - 4 portal;
 - 5 b) receiving utterances from the user during the session via the speech recognition
 - 6 portal;
 - 7 c) performing a speech recognition process on the utterances to interpret the
 - 8 utterances; and
 - 9 d) dynamically configuring one or more aspects of the speech recognition portal
 - 10 during the session.
- 1 2. The method of claim 1, further comprising monitoring the configuration of the
- 2 speech recognition portal during the session to ascertain user preferences of the
- 3 one or more aspects of the speech recognition portal, and storing the user
- 4 preferences in a memory.
- 1 3. The method of claim 2, wherein the user preferences are retrieved from the
- 2 memory upon initiation of a subsequent session with the user utilizing the speech
- 3 recognition portal, and wherein at least one aspect of the speech recognition portal
- 4 is initially configured based on the retrieved user preferences.
- 1 4. The method of claim 1, wherein the one or more aspects of the speech recognition
- 2 portal include a set of applications presented in the speech recognition portal
- 3 during the session.

- 1 5. The method of claim 1, wherein the one or more aspects of the speech recognition
2 portal include a set of commands available for use in the speech recognition
3 portal.
- 1 6. The method of claim 1, wherein the one or more aspects of the speech recognition
2 portal include a set of verbal prompts used in the speech recognition portal.
- 1 7. The method of claim 1, wherein the one or more aspects of the speech recognition
2 portal are dynamically configured based on a locale of the user.
- 1 8. The method of claim 1, wherein the one or more aspects of the speech recognition
2 portal are dynamically configured based on at least one of the interpreted
3 utterances of the user.
- 1 9. The method of claim 1, wherein the one or more aspects of the speech recognition
2 portal are dynamically configured based on a credit card account number of the
3 user.
- 1 10. The method of claim 1, wherein the one or more aspects of the speech recognition
2 portal are dynamically configured based on stock purchases by the user.
- 1 11. The method of claim 1, wherein the one or more aspects of the speech recognition
2 portal are dynamically configured based on characteristics of the user.
- 1 12. The method of claim 1, further comprising dynamically configuring one or more
2 back end processes in communication with the speech recognition portal via the
3 network.
- 1 13. The method of claim 1, wherein information about a gender of the user is
2 ascertained from the utterances, and wherein the one or more aspects of the

3 speech recognition portal are dynamically configured based on the ascertained
4 gender of the user.

1 14. The method of claim 1, wherein a profile is associated with the user, and wherein
2 the one or more aspects of the speech recognition portal are dynamically
3 configured upon change of the profile by a third party authorized to change the
4 profile.

1 15. The method of claim 1, wherein a graphical interface is presented to the user
2 utilizing the network during the session to allow the user to input information via
3 the graphical interface, and wherein the one or more aspects of the speech
4 recognition portal are dynamically configured based on the information input by
5 the user via the graphical interface.

1 16. A system for dynamically configuring a speech recognition portal, comprising:
2 a) logic for conducting a session with a user utilizing a speech recognition portal,
3 wherein access to a network is provided during the session via the speech
4 recognition portal;
5 b) logic for receiving utterances from the user during the session via the speech
6 recognition portal;
7 c) logic for performing a speech recognition process on the utterances to interpret
8 the utterances; and
9 d) logic for dynamically configuring one or more aspects of the speech recognition
10 portal during the session based on at least one of the interpreted utterances.

1 17. The system of claim 16, further comprising logic for monitoring the configuration
2 of the speech recognition portal during the session to ascertain user preferences of
3 the one or more aspects of the speech recognition portal, and logic for storing the
4 user preferences in a memory.

1 18. The system of claim 16, wherein the one or more aspects of the speech
2 recognition portal include a set of commands available for use in the speech
3 recognition portal.

1 19. The system of claim 16, wherein the one or more aspects of the speech
2 recognition portal include a set of verbal prompts used in the speech recognition
3 portal.

1 20. A computer program product for dynamically configuring a speech recognition
2 portal, comprising:

- 3 a) computer code for conducting a session with a user utilizing a speech recognition
4 portal, wherein access to a network is provided during the session via the speech
5 recognition portal;
- 6 b) computer code for receiving utterances from the user during the session via the
7 speech recognition portal; and
- 8 c) computer code for performing a speech recognition process on the utterances to
9 interpret the utterances; and
- 10 d) computer code for dynamically configuring one or more aspects of the speech
11 recognition portal during the session based on at least one of the interpreted
12 utterances.